

Fanshawe College

## FIRST: Fanshawe Innovation, Research, Scholarship, Teaching

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PRESS

Retirement Residence Management

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2017

### 2016-17 RRM Program Quality Assurance

Fanshawe College

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## Annual Program Quality Assurance Self-Assessment 2016-2017

Before submitting your finalized feedback, review your answers to each question and make any appropriate changes.

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**ACADEMIC YEAR: 2016-17**

**FACULTY:**

Business

**SCHOOL:**

Tourism and Hospitality

**PROGRAM NAME:**

Retirement Residence Management

**Tourism and Hospitality PROGRAM CODE:**

RRM

**Are you reporting on more than one program offering?**

No

**College Quality Assurance Audit Standards**

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**1. PROGRAM QUALITY MANAGEMENT SYSTEM** - If there have been any curriculum changes, has program mapping been reviewed to ensure program vocational learning outcomes have been met and program content is current with provincial standards and/or relevant requirements? If there has been a Ministry required program standard/title change, has this change been fully implemented by the agreed upon date?

NO

Explanation/Comments and/or Action: N/A as program is very new

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**2. PROGRAM DEVELOPMENT** - Are the program vocational learning outcomes used for curriculum development, modification and the design of teaching learning activities and evaluation?

YES

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**3. PROGRAM DELIVERY AND STUDENT ASSESSMENT** - Are the methods of program delivery, including the design, development and execution of teaching and learning activities and student evaluation strategies in alignment with the program learning outcomes?

YES

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**4. EXISTENCE, MONITORING AND COMMUNICATION OF ACADEMIC POLICIES AND PRACTICES - Are the practices within the program clearly stated, communicated, followed and evaluated on a regular basis to ensure effectiveness and currency?**

YES

Explanation/Comments and/or Action: Working on creating a online homepage/orientation to allow for better communication with students in the program. Program team meetings are difficult as all faculty are part time and in locations across Canada.

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**5. AVAILABILITY AND ALLOCATION OF COLLEGE-WIDE RESOURCES - Are the human resource and student support services in place to support successful delivery of the program?**

YES

Explanation/Comments and/or Action: Additional student supports could be used as students are online and find it more difficult to access support services. Once the program has shown potential a full time faculty member dedicated to the program would be beneficial.

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**Other**

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**Program Excellence**

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**6. Are there highlights/concerns from the Key Performance Indicators data? If yes, is any follow up required?**

NO

Explanation/Comments and/or Action: There are no KPI results for this program.

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**7. Are there highlights/concerns from the Student Feedback Survey? If yes, is any follow up required?**

YES

Explanation/Comments and/or Action: Highlights- Perfect Scores:  
Online engagement, Building a respectful environment, knowledge and comprehension of professors

Areas of Improvement:  
Providing students with clear expectations with assignments, providing evaluation results in a timely fashion, providing detail feedback

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**Awards/Recognition**

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**8. Are there specific program/faculty accomplishments (local, provincial, national and/or international awards; industry events or publications, etc.)?**

YES

Explanation/Comments and/or Action: Graduates of the RRM program initiated a professional development networking group

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**9. Are there specific student accomplishments (local, provincial, national and/or international awards; industry events or publications, etc.)?**

NO

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**Research and Innovation**

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**10. Are the faculty involved in any research/innovative activities?**

NO

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**11. Are the students involved in any research/innovative activities?**

YES

Explanation/Comments and/or Action: Students complete an Independent Work Study and are licensed by the Research Ethics Board.

## Accreditation/Licensing

12. If this program is regulated/accredited, what level of accreditation did it achieve?

NO

13. Were the graduates successful on the regulatory exam? Pass rate?

NO

Explanation/Comments and/or Action: There is no regulatory exam.

## Program Considerations

14. Has the program implemented the recommendations from the most recent Program Review Action Plan?

NO

Explanation/Comments and/or Action: This program is new and has not been reviewed by the College.

15. When was the last Program Advisory Committee (PAC) or Program Cluster Advisory Team (PCAT) meeting? Is there a record of the minutes on file?

YES

Explanation/Comments and/or Action: April 2017- yes there are minutes on file.

16. Are facility/equipment needs and technological infrastructures in place to support achievement of the program learning outcomes, wherever and however courses are delivered?

YES

17. Does the program have a new direction/goal for the next academic year?

NO

18. If not already doing so, have you considered offering this program or certain courses in an online or blended format?

YES

Explanation/Comments and/or Action: Yes- this program is 100% online

19. How is a global outlook incorporated in the teaching and learning activities of your program?

*Global Outlook can be defined as "Enabling effective and responsible engagement in a multicultural and globalizing world."*

YES

20. How is entrepreneurship incorporated in the teaching and learning activities of your program?

YES

Explanation/Comments and/or Action: entrepreneurship is discussed in the Leadership course

21. Are there any concerns regarding the number of Academic Offences that have occurred in the program? If yes, are any follow up strategies required?

NO

## Experiential Learning\*

Internships

Experiential Learning: Explanations/Comments and/or Action

[No Response]

**Identify highlights and exemplary practices of this program over the last academic year:**

Multiple intakes- January, May, September  
Non-linear delivery- courses do not have pre-requisites, co-requisites

**Please enter name and title of the Coordinator, Chair, and Dean once they have reviewed this survey form:**

Jan Nace- Retirement Residence Management  
James Smith, Chair.  
David Belford, Dean

AB

Interim responses saved.

**Annual Program Quality Assurance Self-Assessment 2016-2017**

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